

NDIS Provider Update - Message from the CEO

First let me acknowledge that the National Disability Insurance Agency (NDIA) is acutely aware that the problems associated with making payment requests has caused stress and frustration for providers.

I thank you for your patience while we have worked through the cause of the blockages and note that these have been progressively rectified over the last three weeks.

Critical issues causing blockages have been migrating data to service bookings, migrating provider data to registration groups, inclusion of quoted items in the service bookings and cumulative impact of these issues on bulk uploads.

I am pleased to advise that these issues have been rectified.

You are now encouraged to upload your payment request through the myplace portal. If you encounter issues, the Agency has established a Provider Support Team and details of this are set out below.

Please also ensure that your payment request includes all of the required information as set out in the Provider Toolkit and the bulk claim upload template.

I want to reinforce that no participant should be without a service, or a provider facing financial stress for services they have provided and to contact us if these circumstances arise.

There are some particular matters that have been raised with me and details on these are also set out below.

System updates

The Agency has undertaken a range of data updates and enhancements to address the issues you have raised.

These include:

- Providers can now backdate service bookings - checks have been run to ensure the registration group records and service booking functionality is usable as per your registration. This means you will be able to initiate and establish the service bookings you need to enable payment requests.
- Address and bank account details have been updated where they were missing or incorrect.
- Providers can now download, search and view the status of bulk Payment Requests.
- A new template is available on the portal to make validation of bulk payment request files easier (e.g. confirming provider number).
- It is now easier to locate a new provider registration number, as this is needed for bulk payment requests.
- It is now simpler for quotable items to be claimed.
- Automated linking of participants with providers should now prevent payment requests from being rejected.

Following these updates, particularly in the last four business days, we have seen a significant increase in the successful processing of payments requests through the myplace portal.

As of 4 August 2016, about 84,176 payment requests have been created and of these about 75,000 have been successful, 30 remain pending, and the remaining are incomplete or have been rejected due to data input errors. We will provide ongoing updates of progress in processing payments.

I realise I am giving you a national picture, and that a number of you are still having difficulties. It is for this reason that we have put the new individualised strategy in place, so that we can work with you more directly.

We now encourage you to lodge any outstanding bulk claims and payment requests through the myplace portal. Please refer to the below 'process for claiming' document which sets out hints for successfully submitting a bulk claim or payment request, this will

also be available on the NDIS website shortly.

Claiming for part hours

The system is currently rounding claims for part hour services up or down. The Agency is settling a business rule to allow part hour claiming and the system will be changed to reflect this rule.

Migrated data

We understand that some providers have requested access to payment records for end of year reporting from the old system. We are working to prepare payment summaries for all providers and we will provide further details in the next update.

Plan reviews

We know that some plan reviews are due. If you are providing services consistent with a prior plan and these have not yet been renewed, please contact your local regional office. We will then confirm in writing that the services are to be continued, that you will be able to claim for these and that you will receive timely payment for these services.

New plans

Since 1 July, the Agency has entered more than 14,000 applications and found more than 8,000 people eligible for the Scheme, with the rest well in train. More than 7000 people are currently in the NDIS planning process. Plan completion and approval will follow as planning conversations are completed. This indicates the Agency is on track to meet Scheme targets.

The Agency understands this transition has caused providers frustration and apologises for any impact.

I will update you again shortly.

Kind Regards

David Bowen

Process for claiming

We now encourage you to lodge any outstanding bulk claims and payment requests through the myplace portal. If you encounter issues you should call the NDIA 1800 800 110 number and the Provider Support Team will call you back to support you to successfully submit your bulk claims or payment requests. If you have previously submitted and have only received payment for some of your payment requests, please contact us on 1800 800 110.

To help ensure that your bulk claim or payment request is processed successfully through the myplace portal, you should endeavour to make sure that:

- If submitting a bulk claim use the new bulk upload template. This is available on the myplace portal. The updated template contains more fields than previous versions to ensure claims are processed efficiently.
- Support delivery dates are in the format YYYY-MM-DD i.e. 2016-05-01.
- Hours are in the format HHH:MM i.e. 007:45 for 7:45am.

Note: If you are formatting from existing content select the spreadsheet column, name custom: and format as [hhh]:mm.

- You use the new provider and participant numbers, not the number from the old system. For providers this should start with 405, and participants with 43.
- Make sure a participant number is included for each row in the template.
- Use the correct support item number for each service supplied.
- Apply the correct GST code to each service, this should be:
 - P1 (Tax claimable 10%)
 - P2 (GST Free), or
 - P5 (GST out of scope).
- Use the 2016–17 catalogue, available on the [NDIS website](#).
- To accommodate the system cut-over and the beginning of a new financial year, please split your payment requests into two time periods:
 1. Claims for services delivered on or before 16 June 2016.
 2. Claims for services delivered from 17 June onwards.

There are resources available on the [NDIS website](#) to help you use the myplace portal including the Provider Toolkit and FAQs.

If you encounter issues or have any questions please call 1800 800 110.



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NDIS Provider Support

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